

County of Monroe
The Florida Keys



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November 25, 2015
DATE OF POSTING

**MONROE COUNTY PROMOTIONAL
TEMPORARY JOB OPPORTUNITY**

RESERVATIONIST/SCHEDULER/DISPATCHER

TRANSPORTATION

SALARY \$14.94 - \$23.16 PER HOUR

KEY WEST

POSITION TO LAST UP TO ONE (1) YEAR

DEADLINE TO APPLY:

EMPLOYEE SERVICES

TPTSP001

MONROE COUNTY

JOB DESCRIPTION

| | | |
|---|--------------------------------|---|
| Position Title: RESERVATIONIST/SCHEDULER/DISPATCHER, TRANSPORTATION | | Reports to: Senior Administrator, Social Services |
| Position Grade: 105 | FLSA Status: Non-Exempt | Class Code: 105-2 |

GENERAL DESCRIPTION

Primary functions are to make transportation reservation bookings, make scheduling modifications, dispatch drivers and provide Customer Care services for transportation clients. Assist in providing transportation service by answering the phones and dispatching.

KEY RESPONSIBILITIES

1. *Preparation and distribution of daily driver manifests.
2. *Authority to conduct a dispatch duties and dispatch transportation drivers to designated destinations using a two way mobile radio and/or cell phone.
3. *Make client reservations.
5. *Make scheduling changes.
6. *Deal directly with the public and clients on a daily basis.
7. *Maintain computerized client and location maintenance files in Trapeze.
8. *Provide exceptional Customer Care services.
9. *Collect and verify daily fare box payments to ensure the amount of monies match manifest totals.
10. * Prepare deposits and/or deliver deposits to bank.
11. Provide back-up coverage for other staff as needed.
12. Compile data for monthly and all other reports as needed.
13. Assist with Special Needs Registry and call down as needed.

* Indicates an "essential" job function.

The information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Position Title:
RESERVATIONIST/SCHEDULER/DISPATCHER,
TRANSPORTATION

Class Code: 105-2

Position Grade: 105

KEY JOB REQUIREMENTS

| | |
|------------------------------|---|
| Education: | High School Diploma or GED required. CPR and First Aid certifications are contractually required. |
| Experience: | 1 to 2 years minium amount of prior related work experience. |
| Leadership: | Have guidelines for work, but determine the approach for doing the work. Supervisor focuses on the outcomes of work. |
| Complexity: | Perform technical or trades-based work that requires a solid understanding of basic algebra and statistics OR use of heavy equipment. Some of the tasks performed include participating in data collection and detailed analysis; reporting on the accomplishment of specific departmental goals and tasks; OR operating or repairing heavy equipment (bulldozers, cranes, graders). |
| Decision Making: | Follow specific procedures that may result in interaction with co-workers, citizens, or other individuals. Make a few decisions regarding activities and priorities. |
| Relationships: | Work with less than ten co-workers who are mostly engaged in the same activities. |
| Working Conditions: | Work in a safe and secure work environment that may periodically have unpredicted requirements or demands. Intermittently fingering, hearing, mental acuity, speaking, talking, and visual acuity. Also requires sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. |
| On Call Requirements: | May be required to provide disaster assistance during times of emergency in any capacity deemed appropriate. |

APPROVALS

Department Head:

Name: Sheryl Graham Signature: [Signature] Date: 6/15/2015

Division Director:

Name: _____ Signature: _____ Date: _____

County Administrator:

Name: Sheryl Graham Signature: [Signature] Acting County Administrator Date: 6/15/2015

On this date I have received a copy of my job description relating to my employment with Monroe County.

Name: _____ Signature: _____ Date: _____